



## City of Austin - JOB DESCRIPTION



### Austin Energy Customer Service Manager

<b>FLSA:</b>	Standard/Exempt	<b>EEO Category:</b>	(20) Professionals
<b>Class Code:</b>	10366	<b>Salary Grade:</b>	ZM5
<b>Approved:</b>	December 01, 2000	<b>Last Revised:</b>	April 30, 2001

**Purpose:**

Responsible for management of the day-to-day operations of the Austin Energy Customer Service Center.

**Duties, Functions and Responsibilities:**

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Assist in the development, implementation, and evaluation of programs and activities related to the operation of the Austin Energy Customer Service Center.
2. Ensure twenty-four hour customer service center operations for Austin Energy customers.
3. Provide single point of contact for Austin Energy customers.
4. Recommend activities of the "Best-in-Class" customer service centers.
5. Utilize process improvement techniques to enhance Austin Energy's service to its customers.
6. Evaluate new technology and methods for possible inclusion in Austin Energy's customer service function.
7. Comply with training guidelines, processes, and procedures.
8. Analyze customer survey and quality assurance data.
9. Assist in the development of strategic goals and objectives.

**Responsibilities - Supervisor and/or Leadership Exercised:**

Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.

**Knowledge, Skills, and Abilities:**

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Knowledge of customer service operations, techniques, and processes

Knowledge of utility billing practices

Knowledge of utility industry and business operations

Skill in communicating orally and in writing

Skill in managing a twenty-four hour operation

Skill in identifying and assessing potential process improvements

Ability to establish and maintain professional relationships with internal and external customers

Ability to understand and explain industry trends, processes, and procedures

Ability to manage multiple programs, projects, and tasks

**Minimum Qualifications:**

Bachelor's degree in Business or a related field plus four years related experience, two of which were in a supervisory capacity. One additional year of related experience may substitute for one year of the required education up to a maximum of four years substitution.

**Licenses and Certifications Required:**

None.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.